

About this guide

Who should use this guide

This guide is intended to be used by Meridian IVR 2.0/I VADs, field technicians, and field support engineers. This guide is designed to assist in installing and configuring the Meridian IVR system.

How to use this guide

This manual contains the following chapters and appendices:

Chapter 1: Understanding Meridian IVR This chapter provides an overview of Meridian Mail and Meridian IVR requirements and dependencies.

Chapter 2: What you need to know This chapter provides helpful information for determining your system requirements.

Chapter 3: Recommended sizing procedures This chapter provides calculations for sizing components of the Meridian IVR system.

Chapter 4: Configuring your Meridian IVR system This chapter provides information for fine tuning the configuration of your Meridian IVR system.

Chapter 5: Planning applications This chapter provides concepts and requirements for application planning.

Appendix A: Sample configurations This appendix provides sample configuration models for Meridian IVR channel assignment.

Appendix B: Equipment ordering information This appendix provides a list of Meridian IVR hardware components and their order numbers.

Appendix C: System capacity limits This appendix lists the capacity limits defined for Meridian IVR 2.0/I.

Appendix D: Optional software packages This appendix provides a list of the optional software packages for Meridian IVR.

Appendix E: Valid Meridian IVR upgrades This appendix lists the valid upgrade combinations for Meridian IVR.

Appendix F: Relational database software This appendix lists the supported databases for Meridian IVR.

Appendix G: Erlang tables This appendix provides Erlang tables which are used for performing traffic calculations.

Appendix H: Power consumption This appendix provides power consumption statistics for Meridian IVR hardware components.

Related documentation

You may find the following documentation useful while reading this manual:

IVR 2.0/I documentation

The following documents are part of the Meridan IVR 2.0/I Operational and Developmental document suites:

- *Product Guide* (555-9001-010)
- *Installation Guide* (555-9001-210)
- *System Administration Guide* (555-9001-300)
- *Getting Started Guide* (555-9001-302)
- *Application Development Guide* (555-9001-310)
- *3270 Gateway Development Guide* (NTP 555-9001-312)
- *SQL Server Guide* (NTP 555-9001-314)
- *VT100 Gateway Development Guide* (NTP 555-9001-316)
- *5250 Gateway Development Guide* (NTP 555-9001-318)
- *Fax Application Guide* (555-9001-350)
- *Maintenance and Diagnostics Guide* (555-9001-500)

Third party documentation

The information supplied with your vendor's host connectivity package may be necessary for planning and engineering information. You should also have the documentation supplied with the following hardware and software:

- 8-port serial card
- Integrated UPS (hardware and software)
- External remote support modem
- Printer
- Monitor
- Mouse
- SCO UNIX software

Conventions used in this guide

Throughout this guide, several typographic conventions have been used to highlight certain types of information.

- Buffer names are shown in all upper case characters, for example, the CURRENT MESSAGE buffer.
- Commands you must type are shown in bold, for example, type **sam** at the prompt.
- Keyboards usually have a key named <Return> or <Enter> that performs the same function. This guide uses the keyname <Enter> to represent both keynames.
- Keynames you press are enclosed in angle brackets, for example, the <Enter> key.
- Softkeys shown on the screen which are mapped to function keys are enclosed in square brackets, for example, the [Save] softkey.
- Variables shown in command lines appear in italics, for example, the *host_cfgn* file, where *n* is a variable representing a board number.
- Screen output is shown in *courier*.